

To: Jacinto, Dina[Jacinto.Dina@epa.gov]; Wood, David[Wood.David@epa.gov]
Cc: sun, nelly[sun.nelly@epa.gov]; Gaudario, Abigail[Gaudario.Abigail@epa.gov]; Owyang-Chin, Leslie[Owyang-Chin.Leslie@epa.gov]
From: Edwards, Gina
Sent: Wed 8/19/2015 7:35:22 PM
Subject: FW: NACE FW: Concur conference call

Hi MTS, maybe worth sharing in R9 – not sure who the R9 person is on these Concur calls.

Thx, Gina

From: Stevens, Edie
Sent: Wednesday, August 19, 2015 12:00 PM
To: Legas, Barbara; Sherman, Barbara; Louie, Bertanna; Obianwu, Betty Jean; Bostic, Donna; Brown, Angela; Chand, Sharon; Clark, Sharon; Aldinger, Dayle; Greenwell, Deborah; Benjamin-Sirmons, Denise; Stevens, Edie; Richardson, Elena; Rodriguez, Emily; Johnson, Eulelia; Flowers, Debra; Edwards, Gina; Fuller, Gloria; Greaves, Natasha; James, Gwendolyn; Dillard, Jacqueline; Virgille, Joanne; Lao, Judy; Johncox, Karon; Johnson, Lashana; Newland, Letitia; Marshall, Renee; Mason, Darryl; Mendiola, Angela; Patrick, Monique; Owyang-Chin, Leslie; Ramsey, Jody; Richardson, Elena; Robinson, Rhonda; LaPersonerie, Sharon; Simons, Vicki; Witherspoon, Stacy; Stacy Witherspoon - home email; Tyson, Linda; Varcoe, Betsy; Wilson, Rita; Majette, Yolanda
Subject: NACE FW: Concur conference call

From: Legas, Barbara
Sent: Wednesday, August 19, 2015 1:48 PM
To: Stevens, Edie
Subject: FW: Concur conference call

Please send to NACE. Jean Alexander is R10's Travel Coordinator, please don't call Jean regarding info below. Nice to get an update. In R10 our travel agent is BCD. Been having a number of problems.

From: Alexander, Jean

Subject: Concur conference call

There are a few things mentioned on the Concur conference call that I think you should be aware of:

If you have someone deploying to the Gold King Mine Response and it is after hours, have them call BCD for their airline tickets but they need to make sure that they say they are deploying to the Gold King Mine Response in Colorado. If they do that, they should not have any problem having a ticket issued to them immediately. Cincinnati is working on an emergency deployment disaster protocol for future emergency travel.

Apparently not all City Pair fares were loaded into Concur as previously thought. Cincinnati has said that they should all be in by Thursday, 8/20. If you are trying to make reservations and your city pair fare does not come up, please let Cincinnati know immediately.

New Per Diem rates will not be downloaded into Concur until Oct 1. If there is an increase in the M&IE of a location your travelers are going to, you will have to fix the cost in the voucher.

Cincinnati is working on a new tracking system to track the issues they are getting calls about so they will be better able to keep track of phone calls and emails.

For the FCO's and analysts, you can now roll over your account codes for 2016 in Concur. Cincinnati said that they sent out step by step instructions on how to do this in Concur. Please let me know if you did not receive these instructions.

Below are some of the issues that Cincinnati and Concur are working on and yes I realize that "This is a known issue" and "Concur is working on it" is the theme here☺

Main topic is CONCUR and issues/concerns/changes with the system.

To be add

Region(s) Reporting	Issue Category	Issue	Date Reported	Resolution	Issue/Date Status	Date Comple
03	Emails	Duplicate Concur email notifications – We are still receiving duplicate concur email notifications.	10/20/2014	Known issue that has been reported	Pending	
04	Voucher	Total cost on a printed copy of the voucher sometimes would be different than the actual amount on the voucher.	10/16/2014	That has been reported to Concur they are addressing in a release	Pending	
07	Voucher	Trip purpose seems to be resetting and we get a hard fail requiring us to go into the field and add it again.	1/28/2015	Concur is still researching the cause of this.	Pending	
CFC	TA/Voucher	Expense are giving an error that they are above threshold or expense category is missing	8/18/2015	Most errors can be justified in Pre-audit. Concur is working on expense category missing. Hope to have resolved today	Pending	
CFC	System	IE 9 is no longer compatible	8/18/2015	Concur is looking into this. Current and last 2 versions of IE should always be supported. This would include IE 9	Pending	
09	Ticketing	Ticket by date shows the same date as departure	8/12/2015	Concur is researching this. Auths should be approved as soon as possible to avoid ticketing issues.	Pending	
01,09,10	Ticketing	Traveler shows up at airport with no ticket	8/4/2015	Concur and BCD are looking in issues where tickets have been cancelled unexpectedly to not issued for approved documents. Research is still ongoing.	Pending	

